INTRODUCING ITIL® –
THE WORLD’S MOST WIDELY USED
SERVICE MANAGEMENT FRAMEWORK
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**INTRODUCING ITIL**

**THE WORLD’S MOST WIDELY USED IT SERVICE MANAGEMENT FRAMEWORK**

ITIL is a trusted and well-established framework based on global best practice in IT service management, used by most of the world’s leading enterprises and forward-thinking public sector organizations.

ITIL enables you to utilize leading edge IT capabilities to provide world class services and maximize value. Employing IT service management best practices described in ITIL, organizations have been proven to increase productivity, optimize costs and improve customer experience.
The Key Benefits of ITIL
Adopting and adapting ITIL according to each organization’s specific requirements enables service providers, regardless of type, size or location, to:

- Support business outcomes
- Enable business change
- Optimize customer experience
- Manage risk in line with business needs
- Show value for money
- Continually improve

For the service management professional, there are many benefits of taking the ITIL journey, attending training and taking exams. For example, you can:

- Learn how to apply ITIL tools, techniques and concepts to improve your efficiency and effectiveness
- Identify and focus on the highest value activities to help the organization
- Improve communication by encouraging the use of common terminology
- Gain confidence for your plans from best practice, and help to make the change happen

For more information about the Key Benefits of ITIL, please go to:
www.itil-officialsite.com/key-benefits/key-benefits-itil.aspx

Take the ITIL Journey
The core ITIL guidance is based upon a lifecycle approach, and it consists of five publications that each represents a lifecycle stage:

- ITIL Service Strategy
- ITIL Service Design
- ITIL Service Transition
- ITIL Service Operation
- ITIL Continual Service Improvement

Find out more and view the complete listing of core and complementary publications, as well as training aids to support you in your studies for ITIL certification exams, from Foundation through to Master, by going to:
www.axelos.com/online-shop

Passing your ITIL Foundation Exam App
Search: ‘AXELOS ITIL App’
Available on the App Store
Driven by business needs, the lifecycle moves cyclically from service strategy – where business requirements are set – through design and transition to service operation. A built-in continual improvement system at every stage ensures that the service management offering continues to provide measurable value to the organization.

**Users**

Any organization that adopts ITIL will be in good company. Just a few of the users include Microsoft, IBM, NASA, HSBC, Disney, Proctor & Gamble, Shell and HP. For testimonials and case studies from those who have adopted ITIL, visit the Knowledge Centre at [www.AXELOS.com](http://www.AXELOS.com)

“ITIL has long been recognised. We were an early adopter and our delivery model has been based on ITIL since its early inception.

Today, we have around 200 people trained on the ITIL foundation courses. The result is that 1000 people involved in service delivery use ITIL, with increasing numbers taking it up in technical consulting.”

Laura Jay, Managed Operations Delivery Assurance, ATOS

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